

FAQ's

How do I log into the Houseful agent network dashboard?

You can access your Houseful agent network dashboard by visiting <https://referrals.houseful.ca> on either a mobile or desktop browser.

If you're logging in for the first time on a new device (or on Safari), you'll have to enter your phone number. You'll then receive a text to that number with a 6-digit code for verification. Once the code is entered, you'll be able to set a password. Finally, log in with your phone number and selected password.

If you do not receive a verification code or receive an error when trying to log in, please contact support at agentsupport@houseful.ca.

How do I add postal codes in my dashboard?

To add your desired postal codes to your account, first access your Houseful agent network dashboard by visiting <http://referrals.Houseful.ca>.

Once logged in, open your account settings. Then, select "coverage areas." Once you enter your first postal codes by the first three characters, a map will appear. You can select each area to add with the "plus" button, or you can continue to manually type in the list of postal codes.

I would like to add a team member, where do I go to do this?

To add or remove a team member, please contact your market success director or support at agentsupport@houseful.ca. We will respond with a request for any information that is needed.

Where can I update my brokerage?

If you are part of the Houseful agent network but have changed brokerages, there are a few steps to get this updated with Houseful. To initiate this process, you'll need to provide us with the new broker's details [on this form](#).

Once that form is submitted, we will send you the DocuSign contract to complete.

Where can I find more information on the referral fee or contract?

The referral fee is 25% of the total gross commission paid to your broker, excluding any discounts or commission reductions and is due NET30 from the completion date.

If you have other questions about the contract or you would like a copy to be sent to you, please contact support at agentsupport@houseful.ca.

What are the procedures when closing a lead?

- Add new transactions to your dashboard **as soon as** a **conditional offer** is accepted.
- If transaction details **change**, update the details in your dashboard **as soon as possible**. Any changes to transaction details should be updated within the existing transaction you entered at the conditional offer accepted stage.
- Return the required referral disclosure form for your province to closings@houseful.ca

For additional details on the closings process, how to add a new transaction or update details to a current transaction, please see this [page](#).

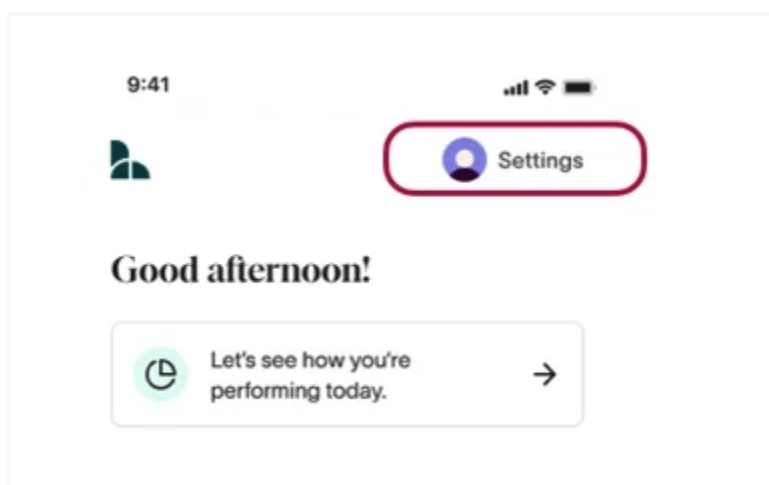
How do I pause my account or pause lead offer texts?

We know that there may be periods of time when you are completely unavailable to accept a lead offer text, such as going on vacation. To help with this, we've created a "snooze" feature.

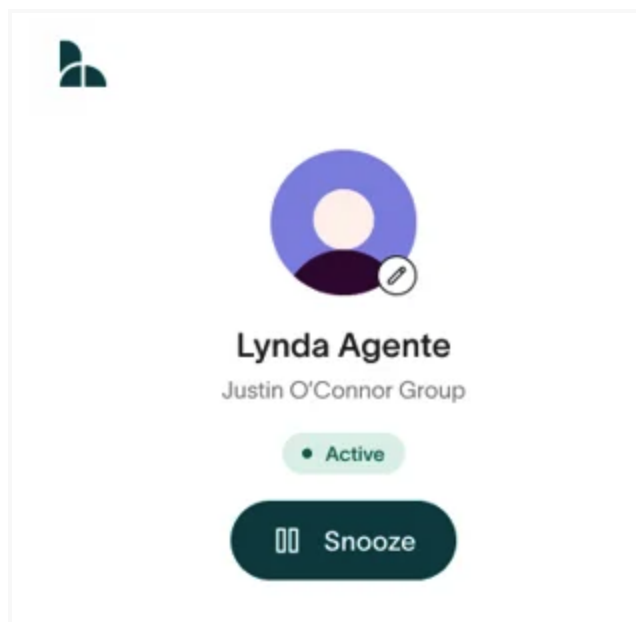
Please note that while this feature pauses incoming lead offer texts, you will receive update reminders for your already active leads. We recommend making a new update for each lead, even if there is no new activity, before you place yourself on "snooze."

Below are instructions on how to remove yourself from receiving texts during a specified period of time.

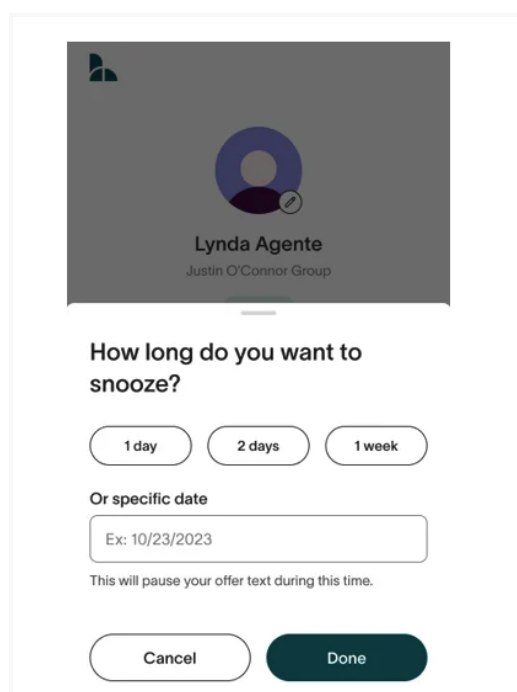
1. Log in to your profile at referrals.houseful.ca
2. Once you've logged in, click on the settings icon at the top right.



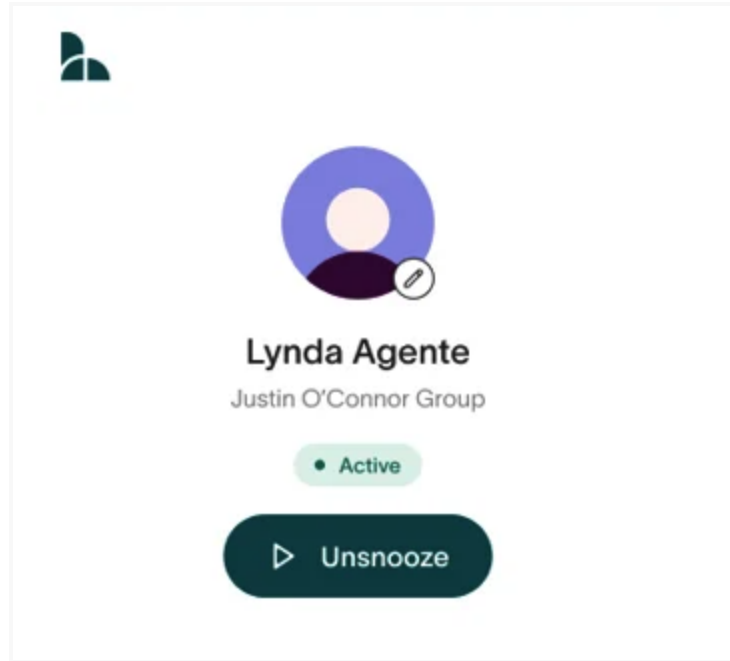
3. You will then see a snooze button under your name. Click "snooze," as seen below:



4. Select when the system should automatically unpause you. You have the option to select 1 day, 2 days, 1 week, or a specific date. Once you've selected the appropriate time frame, hit "done" on the bottom right:



5. You can double-check your current status, view your automatic reactivation date (under the snooze/unsnooze button), or unsnooze yourself all within your profile.



How does the lead offer queue work?

Introduction

When you and other agents claim a lead and enter the queue, the agent that is “best” fit to support the consumer will win the lead. Historically, you earned your spot in the queue based on your ability to claim the lead the fastest, but now other factors are being considered as well.

What does “best” mean in this scenario?

Best means the best match to the consumer’s stated needs, as determined by our proprietary algorithm. While this includes multiple factors, one that you should be particularly mindful of is performance, which you should continuously monitor through the agent dashboard. You should always make timely updates, claim or decline any lead offers, and provide high-quality customer service to consumers. These behaviors will improve your odds of being the “best matched” agent in any given queue.

How do agents claim leads?

If you think you are a good fit for the lead, then promptly claim it. After, you will be added to the queue.

Working with referrals from Houseful

Introduction

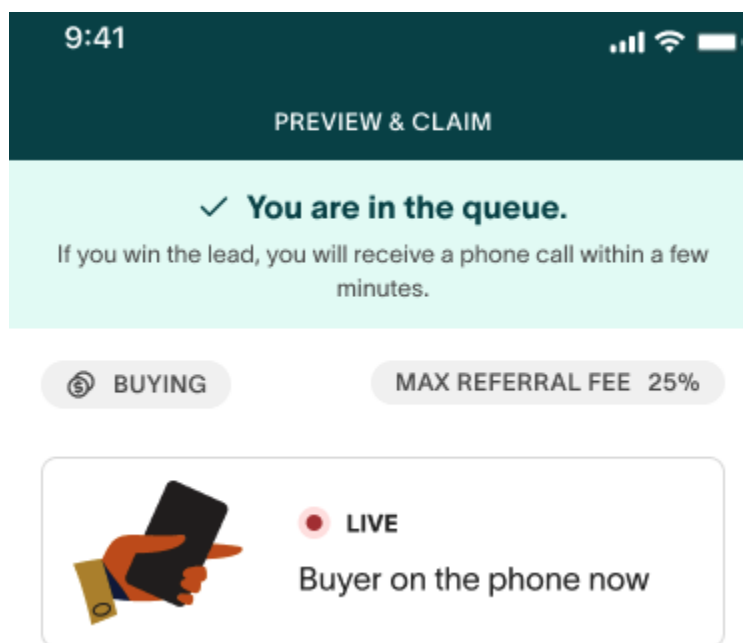
When you and other agents claim a lead and enter the queue, the agent that is “best” fit to support the consumer will win the lead. Agents will need to be quick to claim a lead, as the queue will only remain open for a brief window of time. However, other factors are considered as well to earn your spot in the queue.

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How do agents claim leads?

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It’s important to quickly claim a lead to enter the queue, but the first agent to claim will not necessarily receive preference. From the queue, you will be evaluated on your fit for the consumer and the best matched agent will win the lead. If you win a spot in the queue, this does not mean that you have won the lead, but that you are in line to speak with them.

How to receive, claim/decline, and connect to Houseful referrals

What happens if you're a new agent with no referrals?

There are still many ways to improve your performance without closing a deal. Always remember to accept or decline any lead offer presented to improve responsiveness. Your stats will never be affected by declining a lead, so it's important to respond as quickly as possible.

How do I claim/decline and connect to Houseful referrals?

When a homebuyer or seller expresses interest in connecting with an agent in your area, our Customer Engagement Representatives will speak with the consumer to confirm they're ready to be connected.

Lead text from Houseful

A text will then be sent to agents in the area with a prompt to review the referral.

Referral preview

When you view the referral preview screen, you will have a short time to review and either **claim** or **decline** the lead as quickly as possible.

Winning a referral & connecting to the consumer

If you claim the lead and win, you will receive information on the homebuyer or seller, along with the live transfer script. Houseful's customer experience representative will connect you to the consumer via live phone transfer or text. **Make sure to stay near your phone so you don't miss the connection!**

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Declining a lead

If you decide to decline the lead, you will need to select your reason for declining. Declining a lead does not affect your standing with Houseful. All the feedback you provide helps us provide better matches for consumers and agents. It is important to respond to lead offers, even if you decline them, to show that you are engaged.

Tips to receive and win more leads?

Houseful prioritizes agents in the network who are responsive, effective, and focused on delivering a great customer experience. Below are some activities you can do to ensure you're being prioritized in the Houseful matching process. Remember, you can always check how you're doing under "performance" in the [Houseful agent network dashboard](#).

- **Select service areas** - Make sure you have service areas selected in the Houseful agent network dashboard. To see your service areas, log in to referrals.houseful.ca and select "settings" in the top right corner. Under "coverage areas", you can make any necessary changes.
- **Responding to lead offer texts** - Fast response to lead offer texts is crucial to winning a lead. Save a specific ringtone for our phone numbers so that you'll know when you're receiving a text from Houseful! Remember, even if you're not claiming the lead, you should still review their information and select "decline" so that we can improve our matching process.

- **Providing timely updates** - Be sure to provide updates on your Houseful referrals in your Houseful agent network dashboard at least once per month, and review them weekly to ensure everything is up-to-date. We will send out text message reminders that referrals are close to past due, or have become past due for an update. If you receive a reminder, please open your dashboard and make updates as soon as possible! Having out-of-date referrals will negatively impact your lead volume over time.